

Norwood Hospital - FY2001

Summary Narratives

Community Benefits Mission Statement

Caritas Norwood Hospital is committed to providing accessible, high quality health care to all within our 22 town service area. We work with our communities to identify and respond to unmet health needs, provide many outreach services and monitor and evaluate the effectiveness of our Community Benefits Plan.

Program Organization and Management

The community benefits manager is the individual primarily responsible for the creation and implementation of the community benefits plan. In the process of designing the plan, many area coalitions, representatives of key individuals whom we serve, hospital staff and trustees are consulted. We have also been undergoing a health assessment of six of our core towns and as we have identified true community benefit needs, we have incorporated such concerns within our annual plan. Once the plan is completed it is reviewed by the executive director of marketing and public relations, the president of the hospital, the community benefit sub-committee of the Board of Trustees, and members of the Neponset Valley Community Health Coalition.

Key Collaborations and Partnerships

Neponset Valley Community Health Coalition

Project Care: coalition of area agencies concerned with aging people with retardation and their caregivers.

Quarterly Meetings with Council on Aging Directors and Outreach Workers

Quarterly Meetings with Town Public Health Officials and Parish Nurses

The Blue Hills Adult ESL Program

The League School for Autistic Children

The Norfolk County District Attorney's Office, particularly in the formation of the Child Advocacy Center

Norwood School Nurses

The Norfolk County Sheriff's Department

Norwood Task Force Against Hate and Violence: collaboration with Norwood School

Department and the Norwood Police Department

Caritas Home Care

Children's Hospital Specialty Clinics

Community Partnership for Children

Norwood School Nurses

Chernobyl Children's Project

HESSCO Elder services

Local Chambers of Commerce

Community Health Needs Assessment

Caritas Norwood Hospital is currently in the process of conducting a health needs assessment of six of our core towns in collaboration with the Neponset Valley Community Health Coalition and with the assistance of the Massachusetts Prevention Center out of Cambridge. Community health surveys were conducted, community SpeakOut sessions (open forums) were held, and Census 2000, MassCHIP and CHNA data was collected to be analyzed. We are currently working to identify key areas/populations in need of service and priorities will be set in the summer of 2002.

Some needs which were identified through this process are already being addressed, for example, transportation and mental health issues.

Community Benefits Plan

During the past year specific short and long-range goals were identified and they are listed in the full-text version of

this report. Of central importance were the following areas: continuing the health assessment of six core towns, expanding our relationship with area school departments, enhancing the quarterly meetings with social service agencies, councils on aging, public health officials and parish nurses, expanding violence prevention and support programs for children and adults, addressing transportation issues, and providing support groups for particular audiences within our service area. Programs are carefully monitored to insure that those in need of services are aware of our offerings and that extra resources are provided when necessary to meet the ever-increasing number of participants in such programs. The Community Benefits Plan for FY2003 will be designed by a newly designed Advisory Board referenced in the final segment of this summary report.

Key Accomplishments of Reporting Year

During the past year the following accomplishments are worth noting: the health assessment has continued to progress, monthly in-service programs for school nurses were initiated thereby strengthening the relationship between the hospital and local schools, a greater number of area agencies are now participating in active dialogue with the hospital on a quarterly basis, the domestic violence support group continues to meet weekly with a full complement of participants, the Child Advocacy Center has been opened at the District Attorney's Office, transportation complaints have greatly diminished through bi-monthly meetings with the local MBTA RIDE vendor, great support from the hospital was provided to our local regional ESL program and with the addition of an athletic trainer/PT, a sports medicine program is being established to address the need for sports injury prevention.

Plans for Next Reporting Year

During the coming year all of the current programming will continue, however, it is hoped that the following 4 initiatives will take place. First, the formation of a formal community benefits advisory board (comprised of trustees, staff, and community representation) will be essential. The groundwork for this board has been laid and its assistance is critical in prioritizing community needs. Secondly, the health assessment of six of our towns will be completed and a formal work plan to address identified needs must be established. Third, we would hope to expand programs such as the school nurse in-service program and the town employee Lunch and Learn series to at least one other town within our service area. And fourth, when appropriate, we must continue to advocate for particularly vulnerable populations in need of support groups (disease or disability specific).

Select Community Benefits Programs

Domestic Violence Support Group

Brief Description or Objective	Emotional and transitional support. This weekly group at the hospital is facilitated by a trained nurse and social worker. Population: women who have been victims of domestic violence. (See section re: violence in full-text report)
Program Type	Support Group
Target Population	<ul style="list-style-type: none"> • Regions Served:County-Norfolk • Health Indicator:Injury and Violence, Other: Domestic Violence • Sex:Female • Age Group:Adult • Ethnic Group:Not Specified • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Norfolk County Sheriff's Dept PO Box 149, Dedham Ma 02026 781-329-3705 x. 254 J. Kremer • Norfolk County DA's Office 45 Shawmut Road, Canton 02062 781-830-4800 Jean Marie Carroll
Contact Information	Judith Gormley, LICSW at 508-427-2521

or
Sue McQuaid, Community Benefits Mgr. at 781-278-6022

Detailed Description Not Specified

Health Adventures Program

Brief Description or Objective This is a national program run through the Volunteer Dept. in which each of the students is matched with an adult mentor for a once-a-month program at the hospital. The hope is to expand students' horizons re: career opportunities and to improve math and science grades.
Population: At-risk jr. high students in need of support, direction, self-esteem and mentoring.
(See volunteer section in full report)

Program Type Mentorship/Career Training/Internship

Target Population

- **Regions Served:** County -Norfolk
- **Health Indicator:** Mental Health, Other: Education/Learning Issues
- **Sex:** Not Specified
- **Age Group:** Child-Teen
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Partners

- Norwood Jr. High School
Endean Park, Norwood Ma. 02062
781-762-7880
Jack Cook, Principal
- St. Catherine's School
Nahatan Street, Norwood Ma. 02062
781-769-5354
Mrs. Joan Levesque
- Putnam Investments
Rt. 1A, Norwood, MA 02062

Contact Information Polly Coleman: Director of Volunteers
Caritas Norwood Hospital
781-278-6322

Detailed Description Not Specified

Transportation Concerns

Brief Description or Objective To increase accessibility to public transportation for all those who pay into the MBTA system and to improve the service of The RIDE.
Population: Those eligible for the MBTA's RIDE program and towns not receiving MBTA services.

Program Type Outreach to Underserved

Target Population

- **Regions Served:** County -Norfolk
- **Health Indicator:** Access to Health Care
- **Sex:** Not Specified
- **Age Group:** Not Specified
- **Ethnic Group:** Not Specified
- **Language:** Not Specified

Partners

- Project CARE Coalition members, MBTA personnel both locally and on a state

	level and local COA Directors and social service agencies
Contact Information	Sue McQuaid at Caritas Norwood Hospital 781-278-6022 smcquaid@cchcs.org
Detailed Description	Not Specified

Quarterly Meetings with Council on Aging Directors and Outreach Workers and Public Health Officials and Parish Nurses

Brief Description or Objective	To enhance communication with critical members of the community - to hear their concerns and share knowledge of our hospital resources with them. Population: Professionals dealing with seniors and public health issues
Program Type	Community Health Needs Assessment, Community Participation/Capacity Building Initiative
Target Population	<ul style="list-style-type: none"> • Regions Served:County -Norfolk • Health Indicator:Not Specified • Sex:Not Specified • Age Group:Not Specified • Ethnic Group:Not Specified • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Our hospital services 22 towns and the individuals holding the stated offices are invited to attend these quarterly meetings. These meetings have a large attendance.
Contact Information	Sue McQuaid, Community Benefits Manager Caritas Norwood Hospital 781-278-6022
Detailed Description	Not Specified

C.H.I.P.: Coaches Helping Injury Prevention

Brief Description or Objective	To teach those involved with athletics through a 3-prong workshop dealing with specific injuries, proper conditioning, and sports psychology. Population: Coaches, parents, athletes, trainers; Offered to school personnel and town-wide sports programs. (See the Health Resources section of the full-text report)
Program Type	Community Education
Target Population	<ul style="list-style-type: none"> • Regions Served:County -Norfolk • Health Indicator:Injury and Violence, Physical Activity • Sex:Not Specified • Age Group:Child-Teen • Ethnic Group:Not Specified • Language:Not Specified
Partners	<ul style="list-style-type: none"> • Dr. Robert Patz, Orthopedic Surgeon 825 Washington St., Norwood 02062 781-769-6720 • Ms. Judy Potts, PT and Mr. Bob Barksdale, PT and Certified Trainer Caritas Norwood Hospital 508-543-5217 (Potts) - 781-278-6114 (Barksdale) • Dr. Joseph Lombardi, Psychologist

477 Washington St, Suite 32
 Norwood, MA 02062
 781-769-7727

Contact Information

Sue McQuaid, Caritas Norwood Hospital
 781-278-6022

Detailed Description

Not Specified

Program Type	Estimated Total Expenditures for FY2001	Approved Program Budget for 2002
Community Benefits Programs	Direct Expenses \$191,422 Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism \$7,788 Other Leveraged Resources Not Specified	Not Specified <small>* Excluding expenditures that cannot be projected at the time of the report.</small>
Community Service Programs	Direct Expenses \$205,698 Associated Expenses Not Specified Determination of Need Expenditures Not Specified Employee Volunteerism \$6,103 Other Leveraged Resources Not Specified	
Net Charity Care	\$2,891,995	
Corporate Sponsorships	\$52,610	
	Total Expenditures \$3,355,617	

Total Patient Care-Related Expenses for FY2001	\$103,742,857
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Comments: Approved Program Budget for FY 2002: The Community Benefit budget was level-funded for FY '01 and is part of the marketing and public relations budget.